

CG Docket No. 03-123

**ANNUAL LOG SUMMARY OF
CONSUMER COMPLAINTS
CONCERNING TRS**

**The Virginia Department for the Deaf
and Hard of Hearing
and
Virginia Relay**

June 1, 2012 – May 31, 2013



COMMONWEALTH of VIRGINIA

Ronald L. Lanier
Director

Department for the Deaf and Hard of Hearing

(804) 662-9502 V/TTY
1-800-552-7917

Ratcliffe Building Suite 203
1602 Rolling Hills Drive
Henrico, Virginia 23229-5012

June 28, 2013

Section § 51.5-115 of the *Code* of Virginia designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the agency for the provision and operation of Telecommunication Relay Services (TRS) within our Commonwealth. On behalf of VDDHH, Virginia Relay, and the Virginia Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning relay services for the period June 1, 2012 through May 31, 2013.

During the reporting period, only 3 TRS customer contacts were identified as complaints, none of which were considered FCC reportable. During the same reporting period, 51 service commendations were received. AT&T is our TRS Provider.

The current log also includes consumer feedback for Captioned Telephone Services (CTS) for this same period. For the current reporting period, 4 complaints were received. Of these 4 complaints, 3 were related to FCC minimum standards. During the same reporting period, 5 service commendations were received. Because Hamilton Relay serves as our CTS provider, all consumer complaint data on this relay service is presented on a separate Log.

Thank you for the opportunity to forward this summary of consumer feedback, and we hope you find it beneficial. Questions concerning this submission should be directed to the VDDHH Relay and Technology Programs Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

A handwritten signature in blue ink that reads "Ronald L. Lanier".

Ronald L. Lanier

CC Docket No. 03-123

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS

June 1, 2012 – May 31, 2013

Table of Contents

Telecommunications Relay Services:

Receipt of Consumer Comments and Methodology	4
Discussion of Consumer Complaints	5
Reporting Tables:	
Alleged Violations of the Federal Minimum Standards	5
Days for Resolution of Complaints	5

Captioned Telephone Relay Services:

Receipt of Consumer Comments and Methodology	6
Discussion of Consumer Complaints	7
Reporting Tables:	
Alleged Violations of the Federal Minimum Standards	7
Days for Resolution of Complaints	7

Annual Virginia Consumer Complaint Logs:

Virginia TRS Complaint Log Summary (AT&T)	Attachment A
Virginia CTS Complaint Log Summary (Hamilton)	Attachment B

Telecommunications Relay Services

Since 1991, AT&T has consistently provided quality telecommunications relay services in the Commonwealth of Virginia. We are currently nearing the end of the second year of a three-year contract that ends July 31, 2014, with options to extend the contract through July 31, 2018.

Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- Virginia Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- The In-House Relay Account Manager samantha.ruhland@att.com
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- Virginia Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users.
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the Virginia Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the



consumer's comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up. Any complaints directly related to CA performance are routed to a center Associate Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of Consumer Complaints

For the current FCC reporting period, 295 customer contacts were received and reported through CICS. Of this number, only 5 contacts were identified as a complaint, none of which were determined to be a violation of federal minimum standards.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	0
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0
Gender Accommodation	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim							

In Call Replace							
Answer Speed							
Typing Speed							
Gender Accommodation							

The Annual Virginia TRS Consumer Complaint Log Summary appears as Attachment A.

Captioned Telephone Relay Services (CTS)

Hamilton Relay is the current captioned telephone service provider for Virginia. We are in the third year of a three-year contract that ends March 31, 2014, with options to extend the contract through March 31, 2018.

Receipt of Consumer Comments and Methodology

Virginia CTS users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/CTI, directly by VDDHH, or indirectly through the Virginia Relay Advisory Council and the statewide VDDHH Outreach network. Our Relay Council currently includes a member representing CapTel users.

Hamilton Relay receives CTS user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager christa.cervantes@hamiltonrelay.com
- The In-House CapTel Outreach Coordinator marta.cagle@hamiltonrelay.com
- Consumer Correspondence

VDDHH receives CTS user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- In-House VDDHH CapTel Specialist (currently under recruitment)
- VDDHH Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives CTS user comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users.



- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with our TRS provider, AT&T, that any CTS user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for follow-up with Hamilton.

All CTS user comments are provided to VDDHH by the contracted CTS provider on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of Captioned Telephone Consumer Complaints

For the current FCC reporting period, 367 customer contacts were received and reported through CapTel customer service. Of this number, 4 were identified as complaints, 3 of which were considered FCC reportable. Both complaints concerned the accuracy of captioning. The reportable complaints were satisfactorily resolved by CTI Customer Service Representatives. A breakdown of the FCC reportable complaints follows:

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	3
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim	1		2				
In Call Replace							
Answer Speed							
Typing Speed							

The Annual Virginia CTS Consumer Complaint Log Summary appears as Attachment B.

